

RICHMOND POLICE DEPARTMENT



CALEA ACCREDITATION OPERATING MANUAL

Chief of Police or Designee

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Table of Contents

I. Policy.....	3
II. Purpose.....	3
III. Personnel and Procedure.....	3
Work Plan and Timeline	
Departmental Accreditation Training	
Policy Compliance	
Periodic Reports & Reviews	
Compliance Documentation	
On-Site Assessment	
IV. Training.....	6

POLICY

It is the policy of the Richmond Police Department to maintain accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA). The CALEA accreditation program provides the opportunity to voluntarily demonstrate that the department meets an established set of professional standards which enhance the continuous development of the written directive system, provides direction to all personnel and creates a framework for reaching administrative and operational goals.

PURPOSE

The purpose of this directive is to outline the department's accreditation policies and initiatives as well as the role and responsibilities of the CALEA accreditation manager. The department maintains its active pursuit of CALEA accreditation achievement; the proven modern management model that presents the Chief and command staff, on a continuing basis, with a blueprint that promotes the efficient use of resources and improves service delivery.

These efforts are accomplished through the following focus areas:

- CALEA ensures that necessary reports and analyses are prepared so that the Chief and command staff are able to make fact-based and informed decisions.
- CALEA requires that an all-inclusive preparedness plan and training program be put in place so that the department is able to address natural and/or man-made critical incidents.
- CALEA provides a means for improving upon the department's relationship with the community.
- CALEA strengthens the department's accountability, both interagency and within the community, through a continuum of standards that clearly define authority, performance and responsibilities.

PERSONNEL AND PROCEDURE

The CALEA accreditation manager is a civilian project management analyst assigned to the Office of the Chief of Police. It is the responsibility of the accreditation manager to facilitate the entire accreditation process, maintain communication with CALEA personnel and report on departmental progress to the Chief of Staff and the Chief of Police or his/her his designee.

Work Plan and Timeline

The CALEA accreditation manager will prepare a work plan for each fiscal year as well as all budgetary requests. At a minimum, the following initiatives will be addressed in the preparation of the work plan:

1. Review all applicable General Orders for CALEA compliance.

2. Identify standards that require new written directives and initiate the creation of new policies.
3. Assist in expediting the flow of policies through the chain.
4. Maintain the CALEA file management system.
5. Prepare and disseminate requests for compliance documentation from each division, unit and specialized operation.
6. Collect all necessary documentation for each CALEA file to show proof of compliance with each of the standards.
7. Maintain all departmental operating manuals and facilitate biennial updates.
8. Prepare necessary accreditation updates and status reports.
9. Facilitate CALEA training for agency personnel.
10. Attend CALEA and VACAP training conferences and meetings.
11. Maintain contact with CALEA and ensure that all fees are paid.

Departmental Accreditation Training

The CALEA accreditation manager will ensure that agency personnel receive information regarding the accreditation process. All employees must be familiar with accreditation and what it entails during the self-assessment process. It is also essential that new employees understand the accreditation process through a historical perspective, with an emphasis on the importance of accreditation to the department.

Newly hired agency personnel will be trained in departmental accreditation initiatives within thirty days after their employment begins or within thirty days after completing the recruit academy. Agency personnel will also be provided with training during the self-assessment phase associated with achieving initial accreditation and will undergo refresher training prior to the department's on-site assessment. Training materials will highlight the history and background of accreditation and the department's involvement in the process, the accreditation process, the goals and objectives of accreditation, and the advantages of accreditation and its impact on the department.

The CALEA accreditation manager is responsible for several other training components that are required by CALEA. These include:

- Ethics training at least biennially.
- Training in recognizing and handling persons suffering from mental illnesses upon hire with refresher training to occur at least triennially.

Policy Compliance

CALEA requires that the department establish and maintain a comprehensive, well thought out, uniform set of written directives based on state and federal law, city ordinance and best practice

research. It is the responsibility of the CALEA accreditation manager to facilitate this process through his/her knowledge of CALEA standards and recommendations.

The General Orders Manual houses all departmental policies and remains in constant review. The CALEA accreditation manager will ensure that all General and Executive Orders remain in compliance with CALEA standards by reviewing all policies prior to implementation. In the event that CALEA updates its standards, affected policies will be reviewed and amended as necessary. No major policy changes will be made without a thorough accreditation review.

The General Orders Manual also houses the Emergency Plan which will be maintained by the CALEA accreditation manager and updated annually. This plan also provides the basis for annual training.

Lastly, the General Orders Manual houses all departmental Operating Manuals which will be maintained by the CALEA accreditation manager and disseminated to all affected OICs for biennial updates. The CALEA accreditation manager will facilitate all updates by disseminating accreditation requirements to each affected OIC and revising all manuals upon completion.

Compliance Documentation

Each CALEA standard requires pieces of documentation that effectively prove that the department is in compliance. In the development of these proofs of compliance, it is important to ensure the following:

- The directives, documentation, interviews or observations must be relevant and appropriate to the standard being addressed
- Information must not conflict with another standard statement or agency directive
- The proof(s) presented must show continued compliance throughout the three-year assessment period or for the time period the standard is applicable to the agency

The CALEA accreditation manager will follow an annual schedule to collect compliance documentation by preparing bulk requests of necessary items each year. The accreditation manager will make every attempt to gather compliance documentation but when this is not possible, request lists will go out to each affected party annually so that each individual OIC will have adequate time to prepare packets of compliance documentation. Duplicates of all submitted materials will be required with each request.

Periodic Reviews and Reports

The CALEA accreditation manager will ensure that periodic reports, reviews and any other activities mandated by applicable accreditation standards are accomplished. The accreditation manager will utilize CACE-L software to ensure that the required activities take place and to identify/correct instances in which a requirement was not met. If a situation occurs in which a required activity does not occur according to its allocated deadline, the accreditation manager

shall communicate the deficiency to the Chief of Staff who will ensure that it is accomplished immediately.

The accreditation manager is tasked with compiling several reports and evaluations that are required by CALEA and/or various organizational components. In doing so, the accreditation manager will collect all necessary information from the applicable unit and/or division and compile the necessary report according to CALEA and/or departmental requirements. Upon completion of the report, the accreditation manager will forward copies to all affected personnel for their review and retention. The appendix contains a listing of the reports/evaluations that are completed by the accreditation manager according to their required timeframes.

On-Site Assessment

Every three years, the accreditation manager will prepare his/her accreditation files and the entire department for the onsite assessment. The onsite assessment consists of the following activities:

- Off-site file review (mail-off files)
- Agency tour and static display
- On-site file review
- Interviews and interactions with personnel
- Public information sessions
- Exit interview

The following tasks must be accomplished in preparation for the accreditation assessment. These tasks include but are not limited to:

- Hold mock assessment
- Review mock assessment recommendation and make necessary changes
- Brief Chief and Command Staff on mock assessment
- Request dates for on-site assessment and make accommodations
- Set up agency tour using observable standards
- Prepare agenda, public notice, press release and other required reports for CALEA. Email items to Program Manager
- Conduct department-wide building inspections
- Request funds for rental vehicle and on-site expenses
- Meet with unit commanders regarding standard responsibilities
- Put together notebooks for assessors with information on agency and CALEA required documents
- Contact Team Leader regarding mail out files. Include notebooks with mail out files.

- Conduct training refresher for all personnel
- Prepare hospitality packages for assessment team
- Attend roll calls to discuss on-site preparations/responsibilities
- Set up exit briefing with Chief
- Brief Chief and Command staff regarding on-site assessment
- Begin preparations for CALEA award conference

TRAINING

The accreditation manager shall receive specialized accreditation manager training within one year of appointment. The role of accreditation manager is very specialized and requires familiarization with the accreditation process. At a minimum, the training should include information on the essential components of the process, the standards manual, file maintenance, and panel interview process. The accreditation manager will attend at least one CALEA conference per year during the self-assessment period or current award period and at least one conference per year during the following years.

The accreditation manager will also maintain active participation in the Virginia Association of CALEA Accreditation Professionals (VACAP); the Police Accreditation Coalition (PAC) within the Commonwealth of Virginia. The accreditation manager will make every effort to attend all meetings and yearly training conferences.

SPECIALIZED MATERIALS AND EQUIPMENT

CALEA accreditation requires the guidance of several items that are available from CALEA, Inc. The Standards for Law Enforcement Agencies (SLEA) is the governing document that contains all CALEA standards and accreditation process. The CALEA Processes and Programs Guide (CPPG) is the instructional manual to accompany the SLEA and a reference tool for accreditation managers.

CALEA accreditation requires the use of CALEA Accreditation Compliance Express – Law Enforcement (CACE-L) software and update service as provided by CALEA, Inc. The software is currently installed on the accreditation manager's computer with a read only version on the departmental server. The CALEA accreditation manager is the only authorized user of the CACE-L software which houses all current CALEA standards and is used to track accreditation progress. CALEA, Inc. offers updates and telephone support which is covered by a two-year contract fee that must be maintained by the CALEA accreditation manager.

Accreditation files often contain sensitive documents that must be secure at all times. These files will be kept under lock and key in the CALEA accreditation manager's office or a designated area. Official CALEA files will remain locked in a secured filing cabinet at all times.

APPENDIX:
Periodic Reviews and Reports

Report / Evaluation	Description	Frequency
Specialized Assignment Review	CALEA 16.2.1 requires an annual documented review of each specialized assignment for the purpose of determining whether it should be continued. The review shall include a listing of the specialized assignment, a statement of purpose for each listed assignment, and an evaluation of the initial problem or condition that required the implementation of the specialized assignment. The accreditation manager shall confer with representatives from the SWAT Team, Negotiations Team, Bomb Squad and Crowd Management Team.	Annual
Juvenile Enforcement and Prevention Programs	CALEA 44.1.3 requires an annual review and written evaluation of all enforcement and prevention programs relating to juveniles. The accreditation manager shall confer with representatives from the Community, Youth and Intervention Services Division and the Youth and Family Crimes Unit.	Annual
Victim / Witness Assistance Needs Assessment	CALEA 55.1.2 requires that a documented review of victim/witness assistance needs and available services be conducted every three years. The accreditation manager shall confer with representatives from the Major Crimes division.	Triennial
Effectiveness of Crime Prevention Activities	CALEA 45.1.1 requires that a documented evaluation of crime prevention programs be conducted every three years. The accreditation manager shall confer with representatives from the Community, Youth and Intervention Services Unit.	Triennial
School Crossing Guard Review	CALEA 61.3.4 requires an annual documented review of the locations requiring adult school guards in order to identify necessary placement of employees. The Traffic Unit shall meet with the school board annually and confer with the accreditation manager in order to complete the review process.	Annual
Chief of Staff (CALEA) Budget Requirements	The annual departmental budget review process requires each division/unit to submit the next year's budget request by line item. The accreditation manager is responsible for submitting budget requests for the Chief of Staff's budget.	Annual
Chief of Staff (CALEA) Quarterly Reports	Each major organizational component of the Department shall contribute toward the development of the goals and objectives and submit a quarterly report on their results. The accreditation manager is responsible for submitting quarterly reports for the Chief of Staff's goals and objectives.	Quarter
Departmental Operating Manuals Review	Departmental Operating Manuals have been written for each organizational component within the department containing operating procedures and written directives for affected personnel. The accreditation manager is tasked with the upkeep of these manuals and will initiate a biennial review of all unit/division's manuals. Operating manuals shall be updated as needed by the individual unit/division but at least every two years.	Biennial (and as needed)